



**Customer Care Center**  
[www.ci.concord.nc.us](http://www.ci.concord.nc.us)

26 Union St. S  
PO Box 308  
Concord, NC 28026-0308  
Ph: 704-920-5555  
Fax: 704-795-6193  
[CustCare@ci.concord.nc.us](mailto:CustCare@ci.concord.nc.us)

# Fax

**To:**

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**Fax:**

**Date:**

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**Phone:**

**Pages:**

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**Re:**

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**REQUIREMENTS FOR NEW SERVICE:**

1. IF PURCHASING HOME, PLEASE PROVIDE US WITH ONE OF THE FOLLOWING: SETTLEMENT STATEMENT, PURCHASE CONTRACT, GENERAL WARRANTY DEED, MORTGAGE APPROVAL LETTER, OR OTHER DOCUMENT SHOWING ADDRESS AND PURCHASER'S NAME (FRONT PAGE ONLY).
2. IF RENTING OR LEASING, PLEASE ENCLOSE FIRST AND LAST PAGES OF YOUR LEASE AGREEMENT.
3. ALONG WITH THE APPLICATION, PLEASE ENCLOSE A COPY OF YOUR PICTURE ID SUCH AS A VALID U.S. DRIVERS LICENSE, COLLEGE ID, PASSPORT, OR MILITARY ID.
4. A LETTER OF CREDIT FROM A CURRENT OR PREVIOUS UTILITY COMPANY (ELECTRIC, WATER OR GAS ONLY) INDICATING THE MOST RECENT 12-MONTH HISTORY (WITH NO MORE THAN 2 LATE PAYMENTS, NO DISCONNECTS, AND NO RETURNED CHECKS) MAY BE USED IN LIEU OF THE REQUIRED DEPOSIT. PLEASE CONTACT YOUR UTILITY COMPANY AND HAVE LETTER FAXED DIRECTLY TO US AT 704-795-6193.

PLEASE CALL 704-920-5555 TO SPEAK WITH A CUSTOMER CARE REPRESENTATIVE AFTER FAXING OR EMAILING THE APPLICATION TO SET UP YOUR ACCOUNT

THANK YOU,  
CUSTOMER CARE CENTER STAFF

\_\_\_\_\_  
(Account number if applicable)

\_\_\_\_\_  
(Write "landlord" here if landlord application)

Return to:

PIN:

**CONTRACT FOR UTILITY SERVICES**  
**(for use where existing lines adjoin the property)**

THIS Agreement made the date last below written between the City of Concord, a N.C. Municipal Corporation ("City") and

\_\_\_\_\_  
(Name or Names of Customers)

referenced jointly and severally below as Customer.

Customer desires to obtain connections to stormwater and [initial services desired]:

- ( ) water
- ( ) sewer
- ( ) electric
- ( ) temporary water, and/or
- ( ) temporary electrical

in accordance with all applicable law, regulation, or ordinances at:

☐

PLEASE CHECK THIS BOX IF APPLYING FOR MULTIPLE ADDRESSES. LIST FIRST ADDRESS BELOW AND THEN PLACE MULTIPLE ADDRESSES ON PAGE 6 AND SUBSEQUENT PAGES.

\_\_\_\_\_  
(Insert complete address, including apartment, lot or unit identifier; E-mail address)

\_\_\_\_\_  
(Insert mailing address)

Home: \_\_\_\_\_ Business: \_\_\_\_\_  
(Insert phone numbers)

\_\_\_\_\_  
(If customer is a tenant, insert owner's mailing address, phone number(s); E-mail address)

for [initial all applicable] ( ) residential\* ( ) commercial\* ( ) industrial\* ( ) irrigation\* purposes. Customer warrants that Customer has examined the above property and service lines to the above property are already in place.

\_\_\_\_\_  
\* Customer shall complete required back-flow protection survey and install device required before connection.

Upon the payment of the charges set forth below and the continued payment of recurring charges based on use of the service and subject to verification of the availability of each of the utilities requested, the City of Concord will provide connection to the utility or utilities initialed above. Charges for the utility or utilities services shall commence immediately after connection without regard to the use of the service during that time. If sewer service is desired where water service is also available, Customer agrees to apply for both water and sewer services.

The City, in consideration of the payment below, will provide:

- 1) **only** a single connection to each utility initialed on this form,
- 2) installation of the lateral from each utility initialed on this form to
  - a) the edge of the street right-of-way, or
  - b) behind the curb line, or
  - c) at the edge of a utility easement (whichever is applicable), and
- 3) installation of the water, sewer, and/or electric meter(s).

Customer shall be responsible for installation and maintenance of any potable water lines and appurtenances as needed or required on the customers side of the water meter. Customer shall be responsible for installation and maintenance of any sewer lines and appurtenances as needed or required on the customer's side of the sewer clean-out at or closest to the public right-of-way. Customer shall be responsible for installation and maintenance of any electric wiring and appurtenances as needed or required on the customers side of the electric meter. Sewer connections shall not be permitted on interceptor line mains unless Customer has access to an existing manhole.

Customer agrees to pay in advance, before any utility connection(s) is/are made or meter set, the sum of \$\_\_\_\_\_ for a \_\_\_\_ inch sewer connection and \$ \_\_\_\_\_ for a \_\_\_\_ inch water connection. This fee shall not apply if: [initial all applicable and provide documentation requested]

( ) all work was completed by the developer of the property in accordance with Article III of Chapter 62.

( ) other agreements have been made. (Attach contract.)

Charges for the new sewer and/or water taps and/or meters shall commence thirty (30) days after connection without regard to the use of the service during that time. Customer agrees bills are due and payable upon receipt. Bills become delinquent on the 26<sup>th</sup> day from the billing date. Customer agrees that this Contract may be filed with the Cabarrus County Registry to secure delinquent bills. Disconnection of service for non-payment shall occur without further notice on the 45<sup>th</sup> day from the billing date.

A reconnection fee will be charged to have service reconnected after disconnection in an amount identified in the most recently adopted annual Budget Ordinance. If services are

disconnected for non-payment, meter tampering, or returned check, a cash deposit may be required before services are reconnected, and an additional cash security deposit may be charged in an amount identified in the most recent annually adopted Budget Ordinance.

Security deposits must be made pursuant to the most recent Budget Ordinance and the "Utility Policies and Procedures". Customer agrees to pay a charge for all returned checks.

The customer requesting service will be liable for the following delinquent utility accounts

1. All delinquent utility accounts in the name of the undersigned.
2. Any and all delinquent utility accounts of any other person who currently resides with the customer, if the customer and the person were members of the same household at a different location when the unpaid balance for service was incurred.
3. Any and all delinquent utility accounts of any other person if the person is a member of the customer's current household when the service was established and the person had an unpaid balance at that time.

I, Customer, do hereby affirm that I have read this contract and do hereby apply for utility service(s) to be provided at the location above. I agree to be responsible for the costs of any and all utility service(s) rendered and any damage to the property of City to or from the above location. I further agree to abide by all law, ordinance, and/or regulation (including, but not limited to City of Concord Code of Ordinances, Chapter 59, Electric Utility, Chapter 62, Water and Wastewater Utilities, Chapter 60, Stormwater Services and the "Utility Policies and Procedures") regarding the provision of utilities or the use of the above location. I warrant that all information furnished for the purpose of obtaining utility service(s) is true and complete and I agree to abide by the terms and conditions set forth above.

This the \_\_\_\_ day of \_\_\_\_\_, 2\_\_\_\_

**USE BLACK INK ONLY**

**PERSONS APPLYING FOR SERVICE**

\_\_\_\_\_ (Signature)

\_\_\_\_\_ (Signature)

\*\*\*\*\*

**CORPORATION, PARTNERSHIP, OWNER**

\_\_\_\_\_  
(Name)

BY \_\_\_\_\_  
(Officer)

ATTEST:  
\_\_\_\_\_ (Signature)

\_\_\_\_\_  
Secretary  
(Corporate Seal)  
CITY OF CONCORD, NORTH CAROLINA

BY \_\_\_\_\_ (Agent)

## Attachment A

**As per the Identity Theft Protection Act, it is unlawful to place certain identifiable information on documentation that may be placed on public record.**

Below is a list of required information that is pertinent to establishing your utility account with the City Concord. This information is considered by the City of Concord to be *Confidential*. If your account is delinquent, Pages 1 & 2 will be placed on public record for purposes of collecting a debt.

Address of Property: \_\_\_\_\_, \_\_\_\_\_, NC \_\_\_\_\_

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NAME: \_\_\_\_\_ [Customer No.1]

Social Security Number: \_\_\_\_\_ [Customer No.1]

Birth date: \_\_\_\_/\_\_\_\_/\_\_\_\_ [Customer No.1]

Drivers License Number: \_\_\_\_\_ State Issued: \_\_\_\_\_ [Customer No.1]

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NAME: \_\_\_\_\_ [Customer No.2]

Social Security Number: \_\_\_\_\_ [Customer No.2]

Birth date: \_\_\_\_/\_\_\_\_/\_\_\_\_ [Customer No.2]

Drivers License Number: \_\_\_\_\_ State Issued: \_\_\_\_\_ [Customer No.3]

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Name of Company: \_\_\_\_\_

State Incorporated: \_\_\_\_\_

Federal ID No.: \_\_\_\_\_

### **IDENTITY THEFT PROTECTION ACT**

#### **NCGS §132-1.10(d):**

No person preparing or filing a document to be recorded or filed in the official records of the register of deeds, the Department of the Secretary of State, or of the courts that may include any person's social security, employer taxpayer identification, drivers license, state identification, passport, checking account, savings account, credit card, or debit card number, or personal identification (PIN) code or passwords in that document, unless otherwise expressly required by law or court order, adopted by the State Registrar on records of vital events, or redacted... Any person who violated this subsection shall be guilty of an infraction, punishable by a fine not to exceed five hundred dollars (\$500.00) for each violation.

The entire Identity Theft Protection Act can be found at <http://www.ncga.state.nc.us/gascripts/statutes/statutes.asp>

**MULTIPLE PROPERTIES PAGE (LANDLORD/ OWNER ONLY)**

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(Insert complete address, including apartment, lot or unit identifier; E-mail address)

- ☐ water
- ☐ sewer
- ☐ electric
- ☐ temporary water, and/or
- ☐ temporary electrical

---

(Insert complete address, including apartment, lot or unit identifier; E-mail address)

- ☐ water
- ☐ sewer
- ☐ electric
- ☐ temporary water, and/or
- ☐ temporary electrical

---

(Insert complete address, including apartment, lot or unit identifier; E-mail address)

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- ☐ sewer
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(Insert complete address, including apartment, lot or unit identifier; E-mail address)

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- ☐ sewer
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- ☐ temporary water, and/or
- ☐ temporary electrical

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(Insert complete address, including apartment, lot or unit identifier; E-mail address)

- ☐ water
- ☐ sewer
- ☐ electric
- ☐ temporary water, and/or
- ☐ temporary electrical

---

(Insert complete address, including apartment, lot or unit identifier; E-mail address)

- ☐ water
- ☐ sewer
- ☐ electric
- ☐ temporary water, and/or
- ☐ temporary electrical

---

(Insert complete address, including apartment, lot or unit identifier; E-mail address)

- ☐ water
- ☐ sewer
- ☐ electric
- ☐ temporary water, and/or
- ☐ temporary electrical